

## **Statement of Work (SOW)**

### **Commercial Communications Services for the Mike Monroney Aeronautical Center (MMAC)**

**December 2011**



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# **Statement of Work (SOW)**

## **Commercial Communications Services for the Mike Monroney Aeronautical Center (MMAC)**

### ***PART I – GENERAL INFORMATION***

#### **Introduction**

##### **1.0 BACKGROUND**

Established in 1946 by the Civil Aeronautics Administration as a centralized training and logistics facility with approximately 350 employees, the Mike Monroney Aeronautical Center (MMAC) has grown to become a major organizational complex of the Federal Aviation Administration (FAA) employing approximately 8,000 government and contract personnel. The MMAC is the largest concentration of United States Department of Transportation (DOT) employees outside the Washington, D.C. area, and is located on approximately 1600 acres in south Oklahoma City, Oklahoma. The MMAC has its own Private Branch Exchange (PBX), a Nortel SL-100 Digital Telephone System.

##### **2.0 SCOPE**

This Statement of Work (SOW) requires a Contractor to provide a comprehensive set of local exchange access services, analog and digital access transport services, and a inter- and intra- Local Access Transport Area (LATA) interconnect function. The Contractor shall provide all transmission facilities, equipment, materials, maintenance, test equipment, and design layout needed to perform and provide local access and transport services and functions at the designated demarcation point(s). These services shall include any special items, equipment, wiring or infrastructure to ensure the Contractor's proposed solution is compatible with the government's current infrastructure.

The Contractor is responsible for troubleshooting and maintaining the operation of the circuit(s) up to its termination point. Access to the local exchange shall include: operator assistance, directory assistance (DA), and emergency 911/E911 services and functions. These services shall not include business services for non-Government entities or Government Contractors located at the location.

The MMAC reserves the right to increase or decrease the services required by this SOW at any time during the contract period.

### ***PART II – REQUIREMENTS***

##### **3.0 INSTALLATION AND SERVICE REQUIREMENTS AT CUTOVER**

**3.0.1 Installation and Cutover** – All installation and cutover service requirements are identified in Section B of the SIR/RFO/Contract; including characteristics, estimated quantities, and locations, as applicable. If additional installation of transmission paths is needed to meet the requirements at the Mike Monroney Aeronautical Center, such installation shall not involve the use of aerial cables.

The MMAC Contracting Officer (CO) or Contracting Officer's Technical Representative (COTR) is responsible for all telecommunications activities identified in the Statement of Work (SOW). The Contractor shall coordinate with the CO or COTR prior to the installation, removal, expansion, and/or change out of equipment during the contract period.

The Contractor shall perform a site survey of the installation area. The Contractor shall develop an installation and cutover plan in accordance with the SOW no later than ten (10) working days after contract award. The installation, circuit assignments, all possible/applicable testing, records management and Government acceptance and cutover shall be completed no later than (NLT) forty-five calendar days after contract award. The Contractor shall not commence on-site installation and cutover tasks until the Contractor receives a Government acceptance of the service installation and cutover plan as specified in the SOW. All cutover services shall be performed after 6 PM and before 2 AM.

**3.0.1.1 Installation Plan** – The Installation Plan shall, at a minimum, contain the following site specific information:

- a.** Description of new equipment to be installed (include any site support required to perform this installation).
- b.** Detailed location of equipment to be installed.
- c.** Floor Plan Layout (demarcation).
- d.** Installation Schedule.

**3.0.1.2 Cutover Plan** – The Cutover Plan shall, at a minimum, contain the following site specific information:

- a.** Conditions/support required being in place prior to the start of cutover.
- b.** A detailed listing of actions/events that must occur for successful cutover of all items identified in Section B.
- c.** A listing of the awarded contractor responsibilities.
- d.** A listing of the incumbent contractor responsibilities.
- e.** A listing of Government responsibilities.
- f.** A dialing test plan to ensure ported numbers work correctly.

**3.0.2 Floor Space** – The Government will provide floor space for the installation of the Contractor's provided transmission equipment. The Government will provide electrical power and room environmental specifications for the installation and operation of the Contractor provided equipment. When additional rack space or floor space is required to support Government requirements, the contractor shall coordinate with the CO or COTR.

**3.0.3 Demarcation Point(s)** – The primary demarcation point at the MMAC is located at 6500 South MacArthur Blvd, Oklahoma City, OK, in the Aviation Records Building (Building 22), Room B24. A secondary demarcation point was established in 2004 for diverse routing and disaster recovery purposes. The address of the second demarcation point is 6500 S. MacArthur Blvd–Technical Support Facility (TSF)–Bldg. 215, Room 133. Telecommunications services for this SOW will terminate in both locations.

The FAA also provides and supports Local Commercial Communication Services at several locations which are not physically located at the MMAC. Additional demarcation points exist at 3601 Thomas Road, 6601 Southwest 74<sup>th</sup> Street and 55 North Robinson Avenue, all in Oklahoma City, OK.

### 3.1 COMMERCIAL COMMUNICATIONS SERVICES

#### 3.1.0 Commercial Subscriber Lines (CSL) and Circuits

The Contractor shall provide subscriber lines as specified in Section B. A CSL is defined by Government standards as a voice grade subscriber line serving directly from the Contractor's Central Office (CO) switch to the customer's location. This type of service can be terminated to a telephone set, fax, modem, etc. to provide voice grade communications to the Public Switch Telephone Network.

Basic Service of a line, as a minimum shall include the following:

- Caller ID
- Call Waiting
- Call Blocking for Numbering Plan Area (NPA) (900, 700, and NPA-976)
- Dial Tone
- Direct Inward Dialing
- Direct Outward Dialing
- Dual Tone Multi-Frequency (DTMF)
- Equal Access
- 911 Services and 311 Services (Where Available)
- Block Third Party Billing
- Block Collect Calls
- Non-published Directory Number

**3.1.1 Primary Rate Interface (PRI) Trunks** – The Contractor shall provide local exchange access service circuits for local trunks as specified in Section B. Basic service of a local access trunk, as a minimum, shall include the following, as applicable:

- Two-Way Service
- Primary Rate Interface or Equivalent
- Digital Loop Protection
- Caller ID
- Channelization of Digital Trunks (as required)
- Trunk Busy Tones
- Trunk and/or Trunk Group Establishment
- Block Third Party Billing
- Block Collect Calls

**3.1.2 Transport Services** – The Contractor shall provide local exchange transport channel services as specified in Section B of the SIR/RFO. Local transport channel services include transport channel termination and transmission support, as applicable, for analog lines, Integrated Services Digital Network (ISDN) lines, data circuits up to 64 Kbps or aggregate Nx64 KBPS, Primary Rate ISDN, Broadband-ISDN, High Capacity Data Subscriber Line (HDSL), Digital Signal Level 1 (DS-1), DS-3, Optical Carrier Signal Level 1 (OC-1), OC-3, and may be expanded to OC-12, OC-24 and OC-48.

**3.1.3 Local Exchange Access and Service Areas** – The Contractor shall provide flat rate (FR) services within local calling areas. FR services apply to both lines and trunks. The local access service areas shall, as a minimum, include the area/zones coverage as currently defined by the incumbent local service provider(s) and/or the State Public Utilities Commission (PUC) for the MMAC. The local access service areas shall be, as a minimum, bounded by geographic city areas/zones and/or surrounding areas. The access areas shall not be limited by prefixes, as defined, that may change, be deleted, or added, due to the growth of a city or an area. The local service area/zones/ boundaries shall not be reduced regardless of who, when and how local communications services are provided. If it is determined by the Contractor that the local access service areas are different than defined, the Contractor shall coordinate with the Contracting Officer for approval. As new NPA, NXXs are established, it will be the contractor's responsibility to update their central office equipment, as well as provide notification to the Government of the addition of the new NPA, NXXs.

**3.1.4 Off Premise Extensions (OPX)** – This is an extension telephone that terminates in a location distant from its demarcation point and not on an extension of the on-premise PBX. The OPX will have features and functions as designated by the PBX and COTR. OPX services will not extend beyond the LATA. These services are also identified in Section B.

**3.1.5 Point-to-Point Circuits** - A traditional point-to-point circuit is a communications medium with exactly two endpoints and not data or packet formatting. The host equipment at either end must take full responsibility for formatting the data transmitted between them. Point-to-point circuits will not extend beyond the LATA, state line boundary or both. Usually monthly recurring service charges on point-to-point circuits are based on the mileage between the two endpoints.

**3.1.6 Number Portability** – The Contractor shall provide number portability for commercial subscriber line and local exchange direct-inward-dial (DID) directory numbers (NPA NXX 405 954) as required in the SOW. The consistent use of the same prefix exchange and directory numbers provides the Government installation with its commercial identity.

**3.1.7 Call Rerouting (Manual Feature)** – The Contractor shall provide a local telephone number which will allow DID numbers to be manually forwarded from the Central Office to another 10-digit telephone number when activated. This feature must be programmed with pre-determined numbers prior to activation and is a billable service to implement.

**3.1.8 Diversity/Diverse Routing** – Diversity of a transport channel provides the capability by the service provider to offer protection of a transport channel to avoid a single path failure between two demarcation points in the local exchange network.

For Disaster Recovery purposes, one (1) PRI will terminate at the secondary demarc in the TSF Building. This PRI is to be delivered by the Contractor from a completely different Central Office (CO) than the remaining PRIs terminated in the primary demarc.

**3.19 Public Directory Listings** – The Contractor shall provide public listings, cross reference listings, and foreign listings for the Government listed numbers in Appendix “B” of this SOW. The listing shall be shown in the Government “blue pages” section and/or alphabetical section of the local, Oklahoma City directory.

## 3.2 ADDITIONAL REQUIREMENTS OF CONTRACTOR

**3.2.0 Backup Power** – Except for circuit terminating equipment, such as smart jacks, repeaters, etc., all electronic equipment provided by the Contractor located on FAA property shall have a minimum of eight hours of commercial backup power.

**3.2.1 Circuit Termination** – The Contractor shall ensure that all circuits are clearly tagged in a permanent manner with the circuit identification number or telephone number assigned to the circuit. The Contractor shall be responsible for providing all equipment, facilities and wiring up to the government demarcation point as specified in the SIR/RFO, Section B.

**3.2.2 Circuit Extension** – The Government may have a need to extend a local communications service or circuit beyond the established demarcation to a user-designated termination point. Any non-signatory of the contract located at the MMAC with a requirement to extend local communications service or circuits beyond the established demarcation point(s) shall be required to fund any costs incurred by the Contractor required to extend the service. The Contractor will provide for different communications suppliers that may be selected by non-signatory entities. The Government will provide the on-campus cable and pair to the Contractor and other communications suppliers to extend the services required.

**3.2.3 Circuit Testing** – The Contractor shall provide the test results to the CO or COTR after a new circuit is installed, tested, approved and activated. The notification shall be in a written format in compliance with local procedures and requirements for equipment and cable installation. The Contractor shall install equipment and cables in accordance with national and local safety codes. The Contractor

shall be responsible for wiring and connecting to Government provided power connection points, ground master connection points, and termination frames for terminal blocks. The contractor shall coordinate with the CO or COTR for installation details.

**3.2.4 Restoration of Service and Maintenance** – The Contractor shall respond to and restore service outages. The Contractor shall respond to the Government within one (1) hour of notification to discuss all outage issues. If it is determined by the Contractor that the outage restoration time frames (stated below) cannot be met, the Contractor will contact the CO or COTR. **Prioritization of outages (multiple) shall be determined by the CO or COTR.**

**Catastrophic Outage** – The Contractor shall restore catastrophic outages in accordance with procedures established in the “Service User Manual the Telecommunications Service Priority (TSP) system; NCS Manual 3-1-1” and NCS Directive 3-1. Documentations on TSP can be located in URL: <http://tsp.ncs.gov/>.

**Emergency Outage** – The Contractor shall restore emergency outages in accordance with procedures established in the “Service User Manual for the Telecommunications Service Priority (TSP) system; NCS Manual 3-1-1” and NCS Directive 3-1. Documentations on TSP can be located in URL: <http://tsp.ncs.gov/>.

**Serious Outage** – The Contractor shall restore serious outages within eight (8) hours from the time the Contractor responds to the Government’s notification; i.e., no more than nine (9) hours after Government notification.

**Routine Outage** – The Contractor shall restore routine outages within twenty-four hours from the time the Contractor responds to the Government’s notification; i.e., no more than 25 hours after Government notification.

**Scheduled Outage** – The Contractor shall advise the COTR of any scheduled outage that will affect ANY of the existing telecommunications services. All schedule outages will occur between the hours of 6PM and 2AM. The Contractor shall inform the COTR ten (10) business days in advance of the scheduled outage and provide a detailed explanation for the outage to include the amount of downtime.

### 3.3 FUTURE REQUIREMENTS

**3.3.1 Service Orders** – When future requirements indicate that a new or special service is required that is not already identified in the contract, a separate proposal shall be negotiated by the CO. No work shall be authorized until the contract modification signed by the CO is received by the Contractor. From the time of receipt of the contract modification, the Contractor shall complete the work order within the specified time limits indicated on the contract modification. Billing for new or special services shall not occur until after the service is installed.

**3.3.2 Traffic Analysis** – The Contractor shall perform traffic measurement and traffic analysis when requested by the CO or COTR under a service order.



### 3.4 CONTRACT MANAGEMENT

The Contractor shall assign a project manager or a service representative that has full authority to bind the Contractor on all contractual matters.

**3.4.0 Support** – The Contractor shall assist Government representatives with testing and implementation of new services, with outages or with service problems concerning existing services provided by the Contractor.

**3.4.1 Point-of-Contact** – The Contractor shall provide a twenty-four hour, toll-free telephone number for the notification of telephone/circuit outages and services.

**3.4.2 Billing** – The Contractor will establish a single Billing Telephone Number (BTN) or account number for all awarded services on this contract. The Contractor shall provide to the CO or COTR one monthly invoice to support all services on the contract. The monthly period-of-performance (POP) dates shall be the same for all services/circuits on this contract. No services shall be billed or paid for in advance of the services being received.

All Contract Line Item Numbers (CLIN) on the contract shall be itemized on the monthly invoice for bill-back purposes to individual organizations at MMAC.

**3.4.3 Reports** – At the beginning of each quarter, the Contractor shall provide a detailed breakdown of charges and a quarterly tariff rate changes report. These reports should be provided electronically to the COTR in the Contractor's format.

**3.4.4 On Site Security Requirements** – The Contractor must comply with the security requirements as provided in Section I of the SIR/RFO. Additionally, the Contractor shall maintain and provide to the CO or COTR a current listing of employees that will be dispatched to perform work at the MMAC. The list shall include the employee's name, Contractor ID or badge number and clearance level. An updated listing shall be provided when any employee's status or information changes.

**3.4.5 Pass and Identification Items** – The Contractor shall ensure the pass and identification items required for contract performance at the Mike Monroney Aeronautical Center are obtained for employees and company owned vehicles.

### 4.0 RECORDS COMPATIBILITY

The Contractor shall provide reports in printed and/or electronic media as requested by the Government. Electronic media shall be formatted in common data interchange format to facilitate access by the Government.